

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) In a call control system operative as a call center, said call control center being physically distributed, a method for controlling routing of a telephone call comprising:
 - receiving a call at an incoming gateway (301) of the call control system (10);
 - separating the call into components of a signaling channel (16) and a bearer channel (18);
 - ~~signaling from the incoming gateway to a call control system that said call has been received by the incoming gateway;~~
 - determining via a call routing system (400) the termination point to which said telephone call should be delivered from incoming call information of the signaling channel (16) and from information and availability of a qualified agent at a termination point (500 or 600) to establish a selected termination point;
 - ~~signaling with control signals from said call control system to an outgoing gateway coupled to said selected termination point;~~
 - causing said an outgoing gateway (308) to connect to the incoming gateway (301) via a digital voice packet connection to carry content of said bearer channel (18); and
 - directing content of said bearer channel (18) of said call from the outgoing gateway (308) to said selected termination point (500 or 600).
2. (Original) The method according to claim 1 wherein said receiving step includes receiving the call from a publicly-switched telephone network into the incoming gateway, said incoming gateway converting said incoming phone call into digital voice packets.

3. (Original) The method according to claim 1 wherein said receiving step includes receiving the call in voice-over-IP format.

4. (Original) The method according to claim 1 wherein said directing step includes connecting the call via voice-over-IP means to a digital voice termination point.

5. (Original) The method according to claim 1 wherein said termination is via voice-over-IP.

6. (Original) The method according to claim 1 wherein said directing step comprises connecting the call via the publicly-switched telephone network.

7. (Canceled)

8. (Currently amended) The method according to claim 1 wherein said call ~~control system is external and isolated from said incoming gateway and from said outgoing gateway, said call control system being~~ routing system is connected via a virtual private network.

9. (Original) The method according to claim 1 wherein said termination point is partially dependent upon a phone number to which said call is originally directed.

10. (Original) The method according to claim 1 wherein said termination point is partially dependent upon a phone number as originally called from.

11. (Original) The method according to claim 9 wherein said termination point is partially dependent upon a toll-free phone number to which said call is originally directed.

12. (Currently amended) The method according to claim 1 wherein said incoming gateway is ~~also~~ incorporated into said outgoing gateway.

13. (Original) The method according to claim 1 wherein said outgoing gateway is operative to forward digital voice packets from the incoming gateway without conversion.

14. (Original) The method according to claim 1 further including recording digital packet data from the incoming gateway in a digital storage unit.

15. (Original) The method according to claim 1 further including the step of dynamically redirecting the call from the termination point to a further termination point.

16. (Original) The method according to claim 1 further including signaling from the call control system to a visual display at the terminal point to convey related call-specific information to the agent at the termination point.

17. (Currently amended) In a call control system operative according to the method of claim 1 further comprising:

an incoming gateway apparatus (301) operative to receive a call of the call control system (10);

an apparatus (301) configured to separate the call into components of a signaling channel (16) and a bearer channel (18);

an apparatus (402) configured to determine via a call routing system (400) the termination point to which said call should be delivered from incoming call information of the signaling channel (16) and from information and availability of a qualified agent at a termination point (500 or 600) to establish a selected termination point (500 or 600);

an apparatus (302) to connect an outgoing gateway (308) to the incoming gateway (301) via a digital voice packet connection to carry content of said bearer channel (18);

an apparatus (403) for directing content of said bearer channel (18) of said call from the outgoing gateway (308) to said selected termination point (500 or 600);

an apparatus (405) for contemporaneously signaling from a the call control system to an agent screen visual display (502 or 602) at the termination point (500 or 600) to provide call-specific information regarding the call; and

an agent interface server (404) operative to provide call-specific information to the agent screen (502, 602) at the termination point (500 or 600).

18. (Currently amended) The apparatus according to claim 17 wherein said agent interface server (404) is an instant messaging type server.

19. (Currently amended) The apparatus according to claim 17 wherein said agent interface server (404) is web type server which can interact with a window on a client terminal at the termination point (500, 600).

20. (Currently amended) The apparatus according to claim 17 wherein said agent interface server (404) is a proprietary messaging type server.